

ABSTRACT

A credit is automatically applied to an account of a subscriber when an interruption in subscribed services is detected. For example, the credit may be a monetary credit or a credit of a service, such as, airtime. A subscriber database record may indicate a preferred type of
5 credit. A call data record may be used to apply the credit. The subscriber may be automatically notified of the applied credit. For instance, a voice mail or text message is generated and stored. The subscriber is notified that a message has been stored. At the subscriber's convenience, the message is retrieved. The message may indicate the amount and type of credit and may include an explanation and/or expression of regret for the
10 interrupted service.